Installing a Memory Upgrade for the Cisco IronPort C370, C670, or X1070 Email Security Appliance

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Contents

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Overview

Cisco IronPort C370, C670, or X1070 Email Security Appliances (ESAs) with 4 GB of memory may experience issues running a Cisco AsyncOS 8.x.x release.

If you have one or more Cisco IronPort C370, C670, or X1070 Email Security Appliances (ESAs) with 4 GB, Cisco will contact you and provide you with a memory upgrade kit for each of your affected ESAs and the serial numbers of the ESAs that need to be upgraded.

If you have any questions about the following upgrade instructions, contact Cisco at x70_mem_upgrade@cisco.com.

Regulatory Compliance and Safety Information

Before installing or replacing this hardware equipment in the adaptive security appliance, read the Regulatory Compliance and Safety Information for the Cisco IronPort C370, C670, or X1070 Email Security Appliance document on Cisco.com or on the product CD that ships with the chassis.

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Warning   **Before working on the chassis unplug the AC power cord.**

Working in an ESD Environment

Electrostatic discharge (ESD) can damage equipment and impair electrical circuitry. ESD damage occurs when electronic components are improperly handled and can result in complete or intermittent failures. Always follow ESD-prevention procedures when you remove and replace components. Ensure that the chassis is electrically connected to earth ground. Wear an ESD-preventive wrist strap, ensuring that it makes good skin contact. Connect the grounding clip to an unpainted surface of the chassis frame to safely ground unwanted ESD voltages. To guard against ESD damage and shocks, the wrist strap and cord must operate properly. If no wrist strap is available, ground yourself by touching the metal part of the chassis.

Upgrading the Memory

This section describes how to upgrade the memory of Cisco IronPort C370, C670, or X1070 ESAs to 8 GB.

If you have any questions about the following upgrade instructions, contact Cisco at x70_mem_upgrade@cisco.com.

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Note   This procedure does not affect Cisco warranty. Upgrading the memory of Cisco IronPort C370, C670, or X1070 ESAs does not require any special tools and does not create any radio frequency leaks.

Step 1   Use the command-line interface (CLI) and the serial numbers provided by Cisco to locate the ESAs that need to be upgraded. If your ESAs are dispersed in various geographical locations, the CLI will enable you to remotely verify where the affected ESAs are physically located.

   a.   To verify that you have located the correct ESAs, use the **version** command to display the serial numbers of the affected ESAs. This can be done locally or remotely.

   b.   To further verify that you have located the ESAs with only 4 GB of memory, enter the **ipcheck** command and look for the value of "RAM Total" in the output. This can be done locally or remotely.

Step 2   Go to where each of the affected ESAs are physically located and log into them using either the CLI or the web GUI.

Step 3   Use the web GUI or the CLI to shutdown the ESA. For more information, see either the appropriate Email Security User Guide or the Email CLI Command Reference for your version of the Cisco AsyncOS, located on the following listing pages:

http://www.cisco.com/c/en/us/support/security/email-security-appliance/products-user-guide-list.html

http://www.cisco.com/c/en/us/support/security/email-security-appliance/products-command-reference-list.html

- Using the CLI, enter the **shutdown** command. Then enter the number of seconds to wait before the connections are forcibly closed.
- Using the GUI, select the **Shutdown/Suspend** option under the **System Administration** menu, and select **Shutdown** from the **Operation** drop-down menu in the **System Operations** section. Then enter the number of seconds to wait before the connections are forcibly closed, and click Commit.

Step 4   Once the ESA has completely shut down, disconnect all of the cables, including the network, power, and serial interface cables.

**Warning**   **Before working on the chassis unplug the AC power cord.**

Step 5   Remove the ESA from the rack.

Step 6   Locate a wrist grounding strap and connect one end to the ESA, and securely attach the other to your wrist so it contacts your bare skin. For more information, see the "Working in an ESD Environment" section on page 2.

Step 7   Open the top cover of the chassis by lifting the latch on the front center of the cover, as shown below.
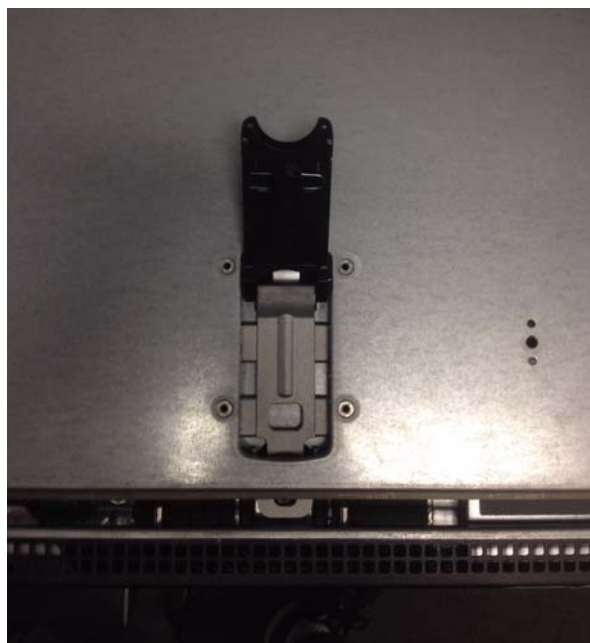
Step 8   Use the handles on the inner cover for the DIMMs to lift and remove it. A decal on the center of the inner cover shows how to safely remove it. One of the handles of the inner covers is shown below.

Step 9   Locate the DIMMs in the slots labeled A2, A3, B2, and B3, as shown below.
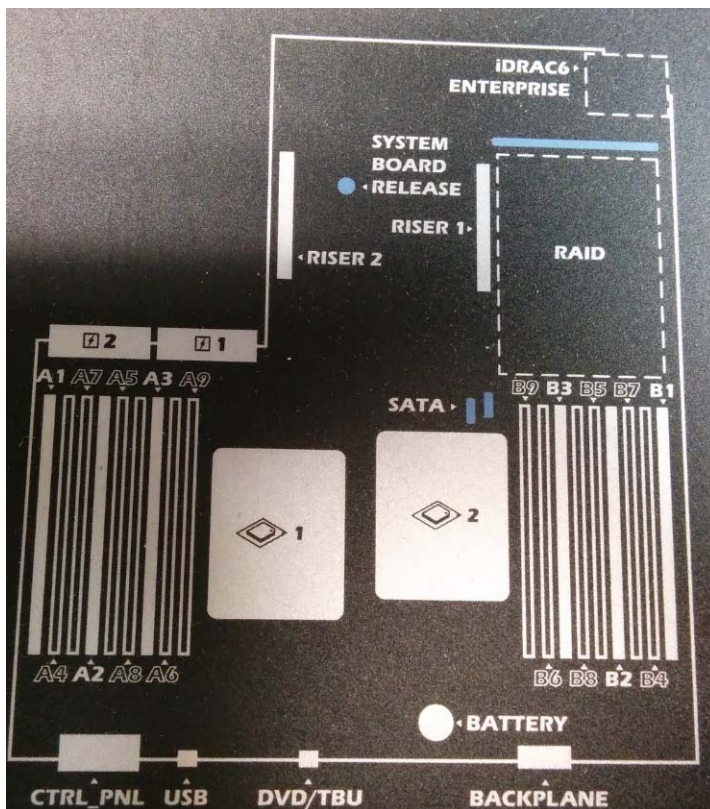
Step 10 Remove the four 1GB DIMMs and replace them with the 2GB DIMMs, one at a time. Repeat the following procedure for each DIMM.

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Caution   You must insert the new DIMMs into the same slots used be the old DIMMs (the slots labeled A2, A3, B2, and B3). To ensure the same slots are used, replace the DIMMs one at a time.

You do not insert the new DIMMs into correct slots, the ESA will not boot when the power is turned on

a. Pull the latches away from the DIMM at both ends, as shown below. Note that the following figure shows a DIMM that is different from the DIMM you will be installing.
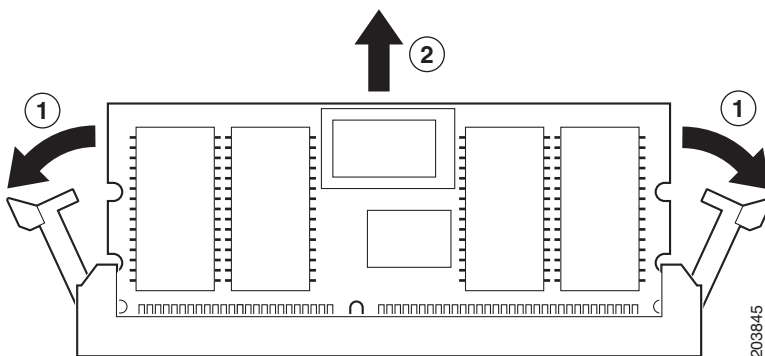
**b.** Remove the 1GB DIMM and dispose of it.

When both ends of the DIMM are released from the socket, grasp the ends of the DIMM with your thumb and forefinger and pull the DIMM completely out of the socket.

c. Remove a new 2GB DIMM from the antistatic container.

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Caution   To prevent ESD damage, handle the edges of the DIMM only; avoid touching the memory modules, pins, or traces (the metal fingers along the connector edge of the DIMM), along the connector edge, as shown below. Note that the DIMM shown below is different from the DIMM you will be installing.
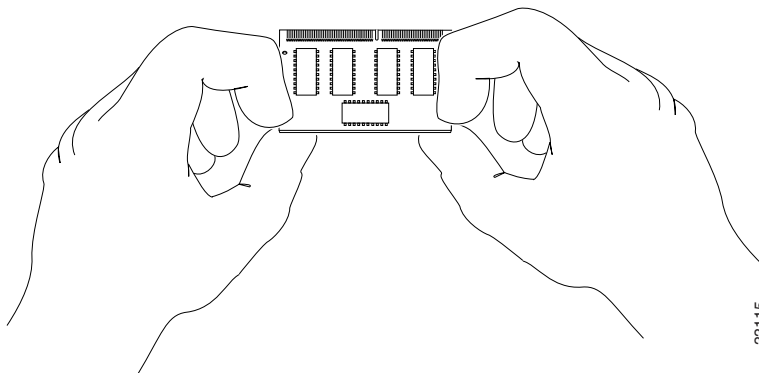
d. Hold the DIMM component side up, with the connector edge away from you. Line up the notch in the connector traces with the notch in the socket on the board.

The DIMM is designed in such a way that the connector will fit only one way.

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e. Carefully insert the connector edge into the socket and firmly press the DIMM into the socket until both latches rotate to the closed position against the DIMM, as shown below. Note that the DIMM shown below is different from the DIMM you will be installing.

⚠️
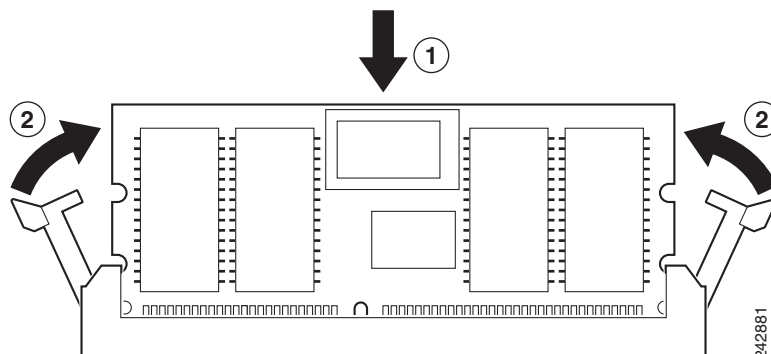
Caution When inserting DIMMs, use firm but not excessive pressure. You can cause damage to the socket.

Step 11 After installing the four new DIMMs, replace the inner cover to its original position as shown below.

Step 12 Replace and latch the chassis cover.

Step 13 Replace the ESA in the rack and reconnect all of the cables, including the network, power, and serial interface cables.

Step 14 Turn on the power switch to boot the ESA.

Related Documentation

The Email Security User Guides for the affected versions of Cisco AsyncOS are located on this page: http://www.cisco.com/c/en/us/support/security/email-security-appliance/products-user-guide-list.html

The CLI Command References for the affected versions of Cisco AsyncOS are located on this page: http://www.cisco.com/c/en/us/support/security/email-security-appliance/products-command-reference-list.html

The Release Notes for the affected versions of Cisco AsyncOS are located on this page: http://www.cisco.com/c/en/us/support/security/email-security-appliance/products-release-notes-list.html

The Hardware Installation Guides and QuickStart Guides for the affected ESAs are located on this page: http://www.cisco.com/c/en/us/support/security/email-security-appliance/products-installation-guides-list.html

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, using the Cisco Bug Search Tool (BST), submitting a service request, and gathering additional information, see *What's New in Cisco Product Documentation* at: http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html.

Subscribe to *What's New in Cisco Product Documentation*, which lists all new and revised Cisco technical documentation, as an RSS feed and deliver content directly to your desktop using a reader application. The RSS feeds are a free service.

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http://www.cisco.com/web/JP/techdoc/pldoc/pldoc.html

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CE

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China RoHS Hazardous Substance Table

产品中有毒有害物质或元素的名称及含量

部件名称	有毒有害物质或元素					
	铅	汞	镉	六价铬	多溴联苯	多溴二苯醚
金属部件（包括紧固件）	✖	○	○	○	○	○
印刷电路板组件和元件	✖	○	○	○	○	○
缆线和缆线组件	✖	○	○	○	○	○
塑料和聚合物部件	○	○	○	○	○	○
显示器，包含灯泡	✖	✖	○	○	○	○
除印刷版电路板外的其他电子组件	✖	○	○	○	○	○
光学玻璃材料	✖	○	✖	○	○	○
干电池	○	○	○	○	○	○

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Note This Table is a regulatory document required for products shipped to the People's Republic of China.

This document is to be used in conjunction with the documents listed in the "Related Documentation <required for IOS - optional for other>" section.

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